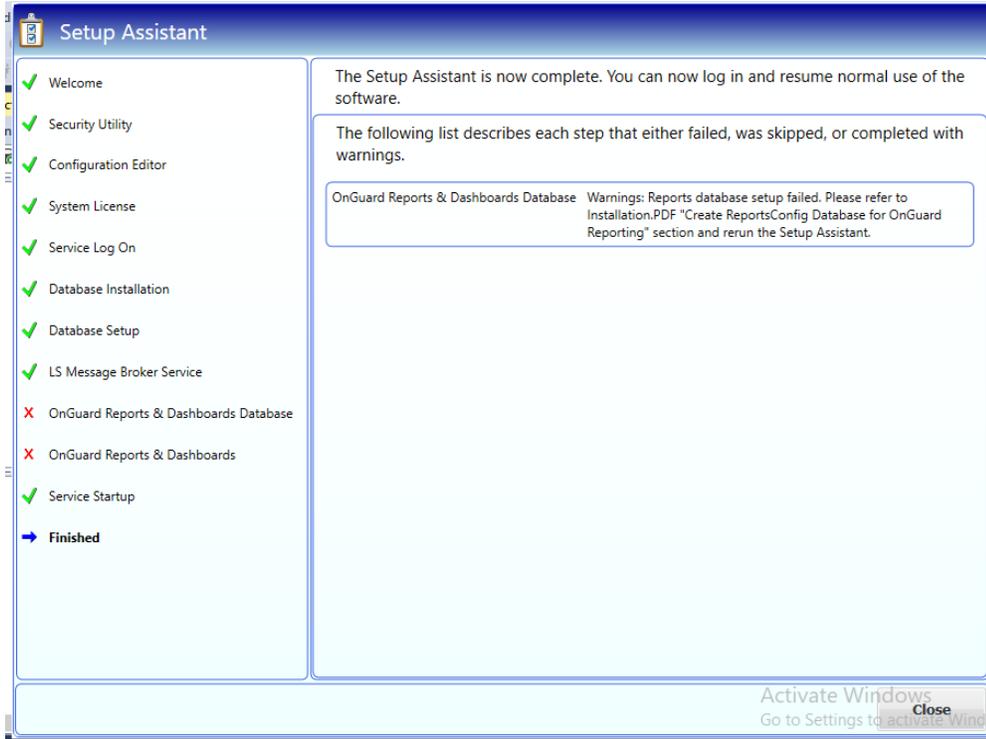# Red X during configuration for Reports and Dashboards while using Setup Assistant

Last Modified on 03/31/2025 12:40 pm EDT

Symptom: A red cross (Failure) is displayed in Setup Assistant during OnGuard installation for 'OnGuard Reports and Dashboard Database' and 'OnGuard Reports and Dashboard' steps

Resolution: This error is caused due to the following missing system settings that need to be configured to resolve this issue:

1. Here are the minimum system requirements for using the 'Reports and Dashboard' feature, the system needs to have 16 GB or more RAM and other specifications as shown below:

Recommended Minimum System Hardware Requirements for OnGuard

These are general hardware requirements for OnGuard servers and client workstations.

Notes:

- Operating system requirements may be higher. Consult Microsoft documentation for operating system minimum/recommended hardware specifications. The same applies to the Database Management System if hosted on the OnGuard server.
- In some cases, third-party requirements may exceed the recommended minimum hardware requirements for OnGuard. Refer to the relevant third-party documentation prior to installing OnGuard.

Access Control Server

- Operating System: Windows 64 bit (For a complete list of supported operating systems, refer to the Compatibility Charts and open the **Operating Systems Compatibility Chart**.)
- CPU: Intel Core i3 @ 2.5 GHz
- RAM: 16 GB
- Hard Drive: 10 GB available disk space (excluding the operating system). If hosting the database locally, take database growth into account when projecting future disk space.
- Monitor: 1920 x 1080
- Media: USB 2.0 or higher
- Network: 100/1000 Mbps Ethernet card

2. TCP/IP settings need to be changed in the SQL Configuration Manager to 'Enabled' (They are Disabled by Default)
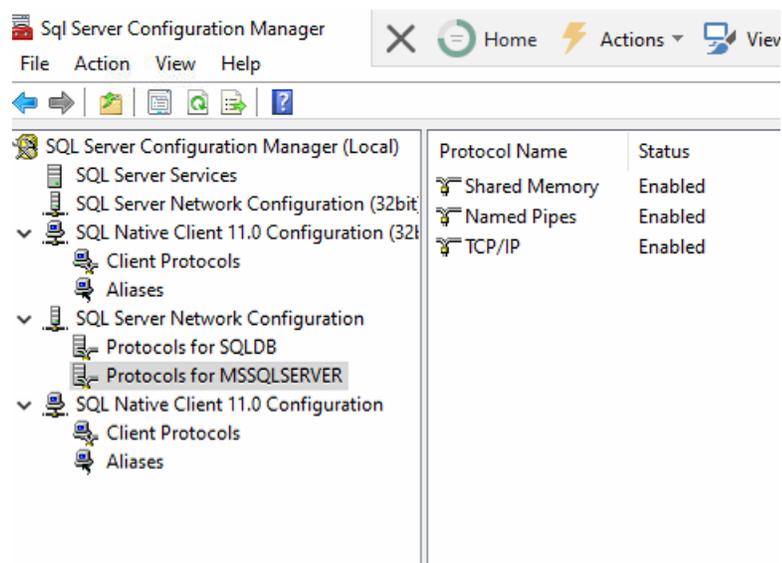
3. If the Database is on the custom port that was not entered in the Name field of Configuration Editor after "," L Pls enter the port here.

4. If the Default UDFEMP fields have been removed by customer in prior OnGuard versions (City, State, zip, etc.): Pls add these fields back.

5. The Lenel User needs to have the System Admin permission (sysadmin permissions Enabled/Checked).
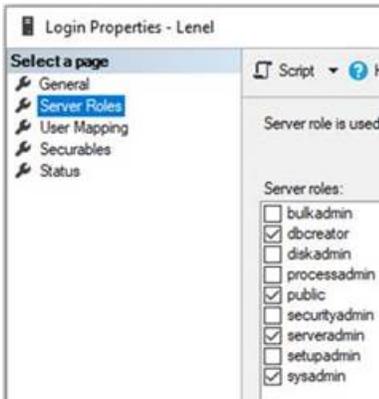
6. Set configuration to use the Lenel user to log in. Select Show advanced settings, uncheck Windows authentication and enter the password for the Lenel user. Select Save Changes in the upper right.
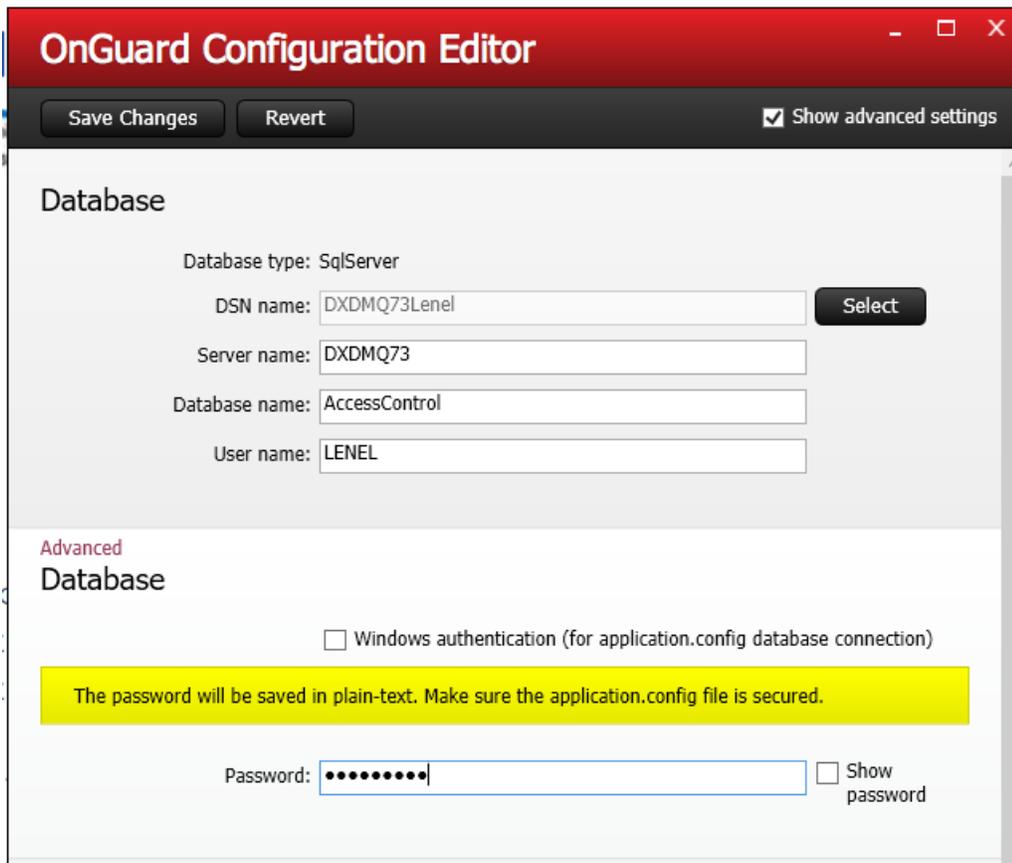
Note: In cases, where the sysadmin permission is enabled/checked after the error already shows up in Setup Assistant in OnGuard, then some additional steps are required to create a new database and rerun Setup Assistant to resolve this error.

Here are the steps:

1. Create a new database let us say "AccessControl-1"

2. Run the configuration editor to point OnGuard to the new database created.
3. Run the database setup from start menu, this will create tables in accesscontrol database
4. Run the Setup Assistant, this will create the reports database and the tables and will succeed.

Applies To:

OnGuard 8.0 (and above)

OnGuard 8.0 Update 1

Additional Information: All the above settings have been already documented in our OnGuard documentation, but are frequently being missed. This article will hopefully help to get easy access to this information.